



Superior Court of the State of California

County of Kings

Michelle S. Martinez
Court Executive Officer
and
Clerk of the Court

Language Access Services Complaint Form

Fill out this form to complain about language access services in the California Courts.

Provide as much details as possible. You do not have to give your name or contact information if you do not want to, but it will help us investigate your complaint.

Your complaint will NOT become part of your case file. Do not use this form if you have a complaint about the outcome of your case.

If you want to provide other comments and suggestions (not a complaint), fill out Part 2 of this form, under "Give Us Feedback."

Complainant Personal Information: Today's date: _____ Name: _____ Telephone: _____ Address: _____ _____ _____ E-mail: _____ Primary language you speak: _____ Primary language you write: _____ Best contact method: <input type="checkbox"/> mail <input type="checkbox"/> e-mail <input type="checkbox"/> phone	Are you submitting this complaint on behalf of another individual? Is yes, please provide your contact information below: Today's date: _____ Name: _____ Organization: _____ Telephone: _____ Address: _____ _____ E-mail: _____ Primary language you speak: _____ Primary language you write: _____ Best contact method: <input type="checkbox"/> mail <input type="checkbox"/> e-mail <input type="checkbox"/> phone
---	---

PART 1. Describe the Complaint

Check and fill out all that apply.

- ☐ I asked for an interpreter but did not get one.

Tell us when (date) and where (location) this happened:

Case number (if any): _____

- ☐ I am not satisfied with the services of the interpreter. Name of the interpreter:

_____ Interpreter badge #: _____

Date of interpreter service: _____

Case number (if any): _____

Why were you not satisfied with the interpreter services? _____

- ☐ Other problem with court staff.

Date of incident: _____ Name of Staff person: _____ Department: _____

Describe incident: _____

- ☐ The form I need is not in my language.

Give form number, name, or description: _____

- ☐ The information I need is not in my language.

Specify what information you need translated: _____

- ☐ The translation of the form or information I received has mistakes.

Describe document or information: _____

Describe mistakes: _____

- ☐ Other complaint: _____

Have you complained to another agency about this problem? ☐ Yes ☐ No

If yes, provide the name of the agency:

Add any information that may help us review your complaint:

PART 2. Give Us Feedback

- ☐ **Other comments or suggestions:**

Thank you. We will contact you within 90 days of receiving this form.

Instructions for Language Access Service Complaint Form

The California courts want all Californians, including those who do not speak English well, to have access to the courts. If you have a complaint about language access services at a local court or at the Judicial Council of California, or if you would like to provide feedback about language access services, fill out and turn in the complaint form.

Please keep the following in mind:

- Fill in as much information as you can. You do not have to give your name, but it is helpful to know how to contact you so we can get more information if needed.
- You can use the form to provide comments or suggestions about language access services.
- Filing a complaint will not negatively affect your court cases or the services you get at the court.
- Your complaint will NOT become part of your case file or part of your case.
- If you are making this complaint on behalf of someone else, fill out the information of the person we should contact about the complaint.
- If you need language access services for an active court case, send us your complaint as soon as possible.
- You can fill out the form and turn it in at your local courthouse in person, or mail it or e-mail it at the address below. You can also fill it out and turn it in online.

For complaints about services at your local court – related to staff, court interpreters, or local translations – fill out and mail or e-mail your complaint form to:

Superior Court of California, County of Kings
Attention: Michelle S. Martinez, Court Executive Officer
Address: 1640 Kings County Drive, Hanford, CA 93230
E-mail: hhernandez@kings.courts.ca.gov

For complaints about the Judicial Council's services – Judicial Council Meetings, forms, or other translated material hosted on www.courts.ca.gov – **do not use this form.** Please go to www.courts.ca.gov/languageaccess.htm to submit your complaint.